

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Consolidated Communications

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/20) 4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
Installation Interval Min. standard = 5 bus. days	Total # of business days														
	Total # of service orders														
	Avg. # of business days														
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments														
	Total # of installation commitment met														
	Total # of installation commitment missed														
	% of commitment met														
Customers	Acct # for voice or bundle, res+bus	14,237	14,097	13,964	13,751	13,570	14,512	13,292	13,163	13,037	12,904	12,846	12,695		
Customer Trouble Report															
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	21,002	20,796	20,622	20,283	20,003	22,043	19,584	19,457	19,305	19,122	19,062	18,824	
		Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	-	-	-
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	-	-	-		
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	-	-	-		
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	0%	0%	0%	100.0%	0%	0%	100.0%		
	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
	Avg. outage duration (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	-	-	-		
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	-	-	-		
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
	Avg. outage duration (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
Refunds	Number of customers who received refunds	0	0	0	1	5	0	0	2	0	-	-	-		
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ (25.00)	\$ (153.60)	\$ -	\$ -	\$ (24.14)	\$ (37.68)	-	-	-		
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing	19,395	16,090	18,005	16,463	16,037	14,986	17,333	18,658	15,724	15,106	12,443	13,847		
	Total # of call seconds to reach live agent	971,228	554,686	710,081	555,199	392,924	470,863	1,220,792	2,484,691	2,259,287	2,163,391	466,457	640,768		
	% ≤ 60 seconds	81.4%	88.0%	82.9%	89.6%	88.8%	85.3%	71.3%	57.8%	58.0%	48.56%	81.48%	80.00%		

Primary Utility Contact Information

Name: Julie Poon

Phone: 916-786-1034

Email: julie.poon@consolidated.com

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Citrus Heights - 72G

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/20) 4th Quarter																																																											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec																																																									
		Installation Interval Min. standard = 5 bus. days	Total # of business days												Total # of service orders											Avg. # of business days																																												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												Total # of installation commitment met											Total # of installation commitment missed												% of commitment met																																		
	Customers	Acct # for voice or bundle, res+bus	4,573	4,521	4,476	4,405	4,346	4,529	4,295	4,209	4,154	4,103	4,073	4,020																																																								
	Customer Trouble Report																																																																					
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	5,946	5,880	5,827	5,731	5,652	6,057	5,572	5,486	5,426	5,365	5,334	5,263	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%																														
		8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines														Total # of trouble reports													% of trouble reports																																								
			10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines														Total # of trouble reports													% of trouble reports																																							
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets		0	0	0	0	0	0	0	0	0	0	0	0	0	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0	% of repair tickets restored ≤ 24 Hours	100%	0.0%	0%	0%	100%	100%	0%	0%	100%	0%	100%	0%	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	Avg. outage duration (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
		Unadjusted Out of Service Report		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0	0	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0%	0%	0%	0%	0.0%	0.0%	0%	0%	0%	0%	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	Avg. outage duration (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
			Refunds	Number of customers who received refunds	0	0	0	0	1	0	0	0	0	0	0	0	0	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ (6.97)	\$ -	\$ -	\$ -	\$ (6.56)	\$ -	\$ -	\$ -																																								
	Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).			Total # of calls for TR, Billing & Non-Billing													Total # of call seconds to reach live agent													% ≤ 60 seconds	*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level																														

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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Consolidated Communications

U#: U-1015-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Roseville - 78G

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/20) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
		Installation Interval Min. standard = 5 bus. days		Total # of business days			Total # of service orders			Avg. # of business days			Total # of installation commitments
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met			Total # of installation commitment missed			% of commitment met			Acct # for voice or bundle, res+bus		
Customers		9,664	9,576	9,488	9,346	9,224	9,983	8,997	8,954	8,883	8,801	8,773	8,676
Customer Trouble Report		Total # of working lines			Total # of trouble reports			% of trouble reports			Total # of working lines		
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	15,056	14,916	14,795	14,553	14,352	15,986	14,012	13,971	13,879	13,757	13,727	13,561
		0	0	0	0	0	0	0	0	0	0	0	0
		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines			Total # of trouble reports			% of trouble reports			Total # of working lines		
		Total # of trouble reports			% of trouble reports			Total # of working lines			Total # of trouble reports		
		% of trouble reports			Total # of working lines			Total # of trouble reports			% of trouble reports		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets			Total # of repair tickets restored in ≤ 24hrs			% of repair tickets restored ≤ 24 Hours			Sum of the duration of all outages (hh:mm)			
	0	0	0	0	0	0	0	0	0	0	0	0	
	100%	100%	100%	100%	100%	0%	100%	0%	100%	0%	0%	0%	
	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
Unadjusted Out of Service Report	Total # of outage report tickets			Total # of repair tickets restored in ≤ 24hrs			% of repair tickets restored ≤ 24 Hours			Sum of the duration of all outages (hh:mm)			
	0	0	0	0	0	0	0	0	0	0	0	0	
	0.0%	0.0%	0.0%	0%	0%	0%	0.0%	0.0%	0.0%	0.0%	0%	0%	
	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
Refunds	Number of customers who received refunds			Monthly amount of refunds			Number of customers who received refunds			Monthly amount of refunds			
	0	0	0	1	4	0	0	2	1	0	0	0	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).		Total # of calls for TR, Billing & Non-Billing			Total # of call seconds to reach live agent			% ≤ 60 seconds			*NOTE: Answer Time is not available at switch level		
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